## The ADA Transportation Accessibility Coordinator:

- serves as the City's primary contact on accessible transportation issues for the public;
   and
- handles all complaints from JATRAN riders, including ensuring that disability-related problems and complaints reported by riders are addressed in accordance with policies and procedures.

## **How to Report a Complaint:**

Call 601.960.0725 to report JATRAN complaints and comments.

NOTE: Please indicate if the complaint or comment is an accessible transportation issue.

For each complaint, provide the following information:

- name of the complainant;
- date of the incident;
- vehicle number;
- location (e.g., address or closest intersection);
- nature of the complaint; and
- whether the complainant was using a wheelchair at the time of the incident.

Traci Brent, ADA Transportation Accessibility Coordinator 300 W. Capitol Street/Union Station, Suite 202 Post Office Box 17 Jackson, MS 39205-0017 Office: 601.960.1887

Monday-Friday 8 a.m. – 5 p.m.